

192
an analyzer of product information received at the remote party, and

means for controlling the taking of action with [respesct] respect to the product or the user interface in response to the analyzer.

Cancel claim 6 without prejudice.

7. (Amended) The system of claim [6] 1 wherein the trigger [event] is initiated locally at the product.

8. (Amended) The system of claim [6] 1 wherein the trigger [event] is initiated by the remote party.

14. (Amended) The system of claim 1 wherein the user interface comprises one or more of a display screen, [a keyboard,] a keyboard, a microphone, and a speaker.

16. (Amended) The system of claim 1 wherein the communication between the product and the remote party passes via one or more of [braodcast] broadcast transmission, wire, or a removable memory device.

17. (Amended) The system of claim 3 wherein the analyzer analyzes product information [for] received at the remote party from multiple users with respect to multiple products.

21. (Amended) The system of claim 20 [wherein the user is enabled to terminate] further comprising an element with which a user may terminate a communication with the product at will.

23. (Amended) A method for aiding design of a product comprising
creating a first version of the product,

A7 including with the first version an interactive user feedback element that permits bi-directional communication between a user of the product and a designer of the product and [a user feedback element] which accumulates information on use of the product by a user,

engaging in interactive two way communication between the user and the designer including recovering the information from the user feedback element,

analyzing the information, and

redesigning the product in accordance with the results of the analyzing step.

18 24. The method of claim 23 wherein the information includes information provided by the user with respect to problems in use of the product. 17

A8 26 22. (Amended) The method of claim 23 wherein the information includes business transactions performed by the user with the product.

A9 29 25. (Amended) The method of claim 23 further comprising

enabling the user to set a priority for response to information entered by the user [via the user interface].

Cancel claims 43 through 47 without prejudice.

REMARKS

Applicant's remarks, below, are preceded by quotations of the related comments of the examiner, in small, bold-face type.

1. The specification is objected to as failing to provide clear support for the claim terminology. 37